(b) names of the companies in whose favour claims were worked out;

(c) whether it is a fact that the total claim runs into crores only on this drug;

(d) if so, by when the amount will be collected;

(e) whether it is a fact that imported Gentamycin is available at Rs. 18 per gram in open market;

(f) if so, by when further reduction will be done;

(g) what was the sales turnover of Gentamycin formulations of Fulford, Lyka, Nicholas and Biochem during the last three years, year-wise;

(h) what was the net profit, pretax profit, net worth and capital employed in respect of each company during the last three years, year-wise; and

(i) whether it is also a fact that claim notices of other drugs have also been sent to these companies; and if so, the details thereof, indicating the name of the companies, the drugs and the amount?

THE MINISTER OF CHEMICALS AND FERTILIZERS (SHRI VEERENDRA PATIL): (a) A Statement showing the names of the formulators of Gentamycin who have been issued notices under Drugs (Prices Control) Order, 1979 for recovery and credit into the Drug Prices Equalisation Account is attached.

(b) Amount due in case of companies like M|s. Fulford India Ltd., M|s. Nicholas Labs. (I) Ltd., M|s. Lyka Labs. (P) Ltd. and M|s. Biochem Pharms Ind. have been worked out.

(c) and (d) The process of recovery is on in accordance with due procedure of Law.

(e) to (h) Information to the extent available would be collected and laid on the Table of the Rajya Sabha.

(i) Names of other drugs in respect of which these companies have been issued notices for recovery, if any, are specified in Rajya Sabha Unstarred Question No. 1844 answered on 12-8-1985.

Statement

Sl. No.	Name of the Company	Date of issuing the notice
1	M/s. Fulford India Ltd.	31-5-1984
2	M/s Nicholas Labs . .	31-5-1984
3	M/s Standard Pharmaceuticals	31-5-1984
4	M/s. Pharmaceuticals Company of India . . .	31-5-1984
5	M/s. Lyka Labs. . .	31-5-1984
6	M/s. Biochem Pharmaceuticals . . .	31-5-1984

Earnings from wrong dialing

2246. SHRI PARVATHANENI UPENDRA:
SHRI GHULAM RASOOL MATTO:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware that it earns a substantial amount every year from "wrong telephone numbers" dialled due to defects in the telephone system;

(b) if so, what are the details of the amount earned on this account during 1982-83, 1983-84 and 1984-85;

(c) whether Government are considering to give any financial relief to the subscribers, while billing, on this account;

(d) whether Government are carrying out a study to arrive at the causes of this; and

(e) if so, what are the details thereof and the remedial measures proposed by Government to save the sub-

scribers from such wasteful expenditure, mental agony and inconvenience?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) No, Sir. Percentage of wrong calls in the telephone system is very low i.e. of the order of 0.52 per cent on an average during the last 3 years.

(b) It is not possible to separate calls against "Wrong numbers" because whenever a call is answered, metering takes place whether call is local or long distance.

(c) No Sir. But in every biomonthly bill, 200 calls are not charged at all.

(d) Yes Sir.

(e) Factors responsible for wrong numbers are as under:

(i) *Human errors*: Man who is dialling telephone may not be conversant with the correct Procedure of dialling. He may be using pencil or pen or dialling instead of finger. He may not be knowing the correct number and dialling by memory. He may start dialling before hearing the dial tones in some systems.

(ii) Faulty dials of subscriber instruments.

(iii) Faults in exchange equipment.

(iv) Low insulation of subscriber lines.

(v) In large cities because of expansion of exchanges an attempt is made to equalise waiting list a new telephone as between different areas, telephone numbers of the subscribers are transferred from one exchange to another exchange. Freezed numbers are allotted within a few weeks to new applicants. If the caller do not know the changed number and dials the old number for the wanted party, they get right number but wrong person. However, they characterise this as wrong number.

Following measures have been/are being taken in order to minimise the cases of wrong numbers:

(i) Dials of telephone instruments is checked once in 6 months as a part of telephone subscriber inspection of subscribers premises.

(ii) Vigorous insection of subscribers fittings including telephone instruments.

(iii) Due to the fault of telephone exchanges, equipment causing wrong numbers are functionally checked through automatic routiners of weekly cycle to minimise this problem.

(iv) To improve the insulation of subscribers line, progressive use of jelly filled cable in the distribution network and pressurisation of underground cable with dry air will overcome this problem.

(v) To overcome human errors in dialing, instructions for correct dialling are printed in Telephone Directory, slides are also given in cinema houses to educate the public for correct dialling.

(vi) Subscriber, whose numbers are changed should inform their changed number as many of the persons as possible with whom they are interested. Also subscribers must print/display correct number of the visiting cards, letter-head and sign-boards etc.

(vii) It is always a good habit for every subscriber to keep the personal updated list of frequently called telephone numbers.

(viii) Recipient of large number of calls like public utility services, Railway stations, Bus stand, Domestic Gas Agency should also advertise their changed numbers a few times in addition Telephone Department normally does.